



January 2004

Employer Committee Plans 2004 Seminars

By Kim Auberger, Manager DWS Business Services

in this issue:

- > jobs.utah.gov - One Year Later
- > What's New? Here's the Clue: jobs.utah.gov
- > DWS Employment & Labor Force Update
- > Is There a Healthcare Crisis?
- > Opportunities for Partnering with Education
- > Employer Web Site Top Picks
- > News You Can Use Internships: a Win-Win Opportunity
- > DWS Awarded \$10,000 to Share Its Vision of Workforce Development
- > DWS Connects Business with Solutions
- > New Data Available at Economic Information Web Site
- > Contact Numbers
- > Seminar and Event Calendar

State of Utah

Department of Workforce Services

Central Region

Business Services Center
1385 S. State St. 1st Floor
Salt Lake City, UT 84115

(801) 468-0097 phone
(888) 920-WORK toll free
(801) 468-0070 fax
postajob@utah.gov

Kim M. Auberger, Manager
Business Services
Editor, Employer Update



Do you struggle to keep up with all the changes in the Utah labor market and the world of human resources?

At the Department of Workforce Services (DWS) we are committed to "Connecting Business with Solutions." Our educational seminars sponsored by the Salt Lake and Tooele Employer Committee are one way we connect business with the information they need to be successful.

As the economy changes so does the Utah workforce and the needs of employers. Understanding how to effectively recruit and retain top talent is priority for all business, large and small, especially during times of economic tumult. Our seminars highlight proven "Recruitment Tips and Techniques" as well as "Performance Management" practices to ensure continued success, once you've found the ideal employee.

The legalities behind the myriad of employment laws are also top priority for Utah businesses. Through our seminar series local employment law attorneys share their expertise on "Employer Record Keeping Requirements," "Legally Dealing with the Difficult Employee," and "Winning Through Prevention," which describes step-by-step action plans businesses can take to avoid employment law-

suits. Keeping your supervisors and managers trained on employer's responsibility is key to your company's success. The 2004 seminars are sure to meet the needs of all Utah businesses.

Dealing with the influx in cyber crime and identity theft cases has been a major area of concern for both businesses and citizens. To help you in addressing concerns in this area we're starting the year off with an information-packed seminar on "Identity Fraud Prevention." According to the Federal Trade Commission, over 9.9 million Americans were victims of identity-theft last year, with an average loss of \$4,800 to businesses and \$1,300 average loss to Utah victims.

Other seminars planned for 2004 include: *Discrimination Case Studies*, *State of the Economy*, *Effective Disciplinary Techniques*, *Employee Relations*, *ADA/FMLA Crossovers and Current Case Studies*. Sign up in advance for all six seminars and receive one free (a \$32 savings), or sign up in advance for three or more and receive last year's pricing (\$25/per seminar). For more information about the Committee sponsored seminars, please visit the DWS web site at: <http://jobs.utah.gov/regions/central/empinfo.asp>

jobs.utah.gov - One Year Later

*By Robert Wade, DWS Program Specialist
On-Line Services*

The Department of Workforce Services (DWS) launched our jobs.utah.gov online recruitment service for both job seekers and employers in November 2002. After only one year we have increased both new seekers and new employers using our department without increasing workload for our employees.

During the past program year (ended June 30, 2003) we have had 198,911 distinct individuals active for job search with 51,583 job orders posted by employers during the same period. Our new online service has increased the quantity of active job seekers by 20,000 at any given time bringing the average number of electronic resumes for employers to view and select from to 85,000! The majority of these resumes are from Utah workers seeking employment with Utah employers.

Over 10% of all job postings listed by Utah employers through DWS are posted via our online

system. The online system is not only cost-effective and convenient for employers, it also allows them the flexibility to post and manage their own job listings, or to send the listings to DWS to manage. Employers can also view resumes specifically for the jobs they have open inside the system and monitor the recruitment activities of each of these listings. The system is setup to assist employers viewing only the electronic resumes of applicants who meet all of the job criteria listed on the job postings entered into the system. This service alleviates the need to peruse through hundreds of resumes from unqualified candidates.

For more information about our online recruitment system, please visit our site at <http://jobs.utah.gov/>.

What's New? Here's The Clue: jobs.utah.gov

By Connie Carter, DWS Business Consultant

The Department of Workforce Services continues to add and improve our web site to bring valuable information to our business customers. If you have never visited the web site or if it has been a while, here are some of the new features:

One stop business registration. Link to <http://www.utah.gov/business/main/index>, for on-line business registration and tools for starting a business, running a business, relocating a business, or closing a business. You can also find ideas on how to help your business be successful as well as providing the opportunity to take care of your licensing needs in one place, one process, no lines and no problems.

Labor market intelligence. The latest addition to our Labor Market section, is the UEDV (Utah Economic Data Viewer) found at: <http://jobs.utah.gov/jsp/wi/utalmis/almisHome.jsp>. This site provides a quick and easy link to search for Utah economic and demographic information. InfoUSA on this site as well as Firmfind on the regular Labor Market site provide information on

businesses in Utah, including size and contact information.

Employer Resource Center. Visit <http://jobs.utah.gov/employer/resource/resource.asp> for one of the best sources of general business information and human resource assistance. You will want to bookmark this page as a resource and referral area and first point of contact with questions on recruiting techniques, community and business contacts, networking opportunities, up-to-date labor law information and more!

From our on-line recruitment resource: <http://jobs.utah.gov/employer/emservices.asp> to our individualized Business Consulting services we at the Department of Workforce Services are committed to connecting business with solutions. To find out more about any of the employer-related services or programs contact the Business Services Center at (801) 468-0097 or a Business Consultant at the Employment Center nearest you.

DWS Employment & Labor Force Update

Compiled from DWS labor market information and Mark Knold, Senior Economist

The Utah economic slowdown that began in 2001 was very strong, and continued to show job losses through 2003. In 2002 Utah lost nearly 8,000 jobs, and in 2003 the job loss was about 1,000. One year of declining employment in Utah is quite unique. But two in a row has not been seen since 1964.

There has not been a rebound of any sort in 2003. Utah's employment situation is down by 0.1% for the year 2003. That means there are about 0.1% fewer jobs than there were in the year 2002.

Employment is down in nearly all the states in the USA and this national recession has been strong enough to affect Utah from its normal employment growth.

Job Growth and Decline by Industrial Sector

Mining. This industry now employs 6,600 workers, 1% of all employment; these are jobs in oil, gas and coal mining. There has been very little or no change in employment during this year.

Construction. Construction employment was down with 700 fewer jobs. A strong residential housing market during 2003 and low mortgage interest rates has helped keep the construction sector at a small job loss level.

Manufacturing. This industry has had six years in a row of declining employment. This is a worldwide problem. Manufacturing still employs about 112,000 in Utah.

Trade, Transportation and Utilities. This is the largest employment sector in the state of Utah, with about 215,000 workers. This industry has lost 1,100 fewer workers this year.

Information. This is the 2nd smallest employment sector in Utah with 30,400 jobs. This covers the information technology area including software development, Internet service providers, libraries, newspapers and broadcast media. Employment is also down in this sector by 600 jobs.

Financial Activity. Great news in this area with employment gains! With a total of 63,800 jobs, there were 400+ new jobs in the financial area this year.

Professional and Business Services. This area covers a broad spectrum of diverse industries. These include computer software development, company headquarters, call centers, research firms, and waste management. Good news is this sector had an increase of about 500 positions.

Education, Health Services. This has been Utah's strongest employment sector. They have grown all the way through the entire recession period. The total employment is 116,200, with a gain of 2.2% during 2003. Healthcare is the driving force in this sector.

Leisure and Hospitality. Hotel and restaurants are the main employers in this sector. This year there has been an employment decline of about 800 positions.

Other Services. This is a catch all sector with a potpourri of businesses with current employment of 32,600. There has been a decline of 400 positions this year.

Government. This is a large sector in Utah employment and currently has 96,600 workers. This sector includes Federal, State and Local Governments. During 2003 this industry has expanded by about 1,300 jobs.

Both Utah and the United States have experienced a second consecutive year of employment loss. This has been a unique situation for Utah to experience. The upside of our current economy is that our labor force has strong skill sets to meet and support our business needs. Where there had been some skill gaps in years past, there is now an abundance of qualified, skilled, workers. Many people have gone back to school and are achieving higher skills and acquiring proficiencies to meet our economic demands. When the economy starts to grow again the Utah labor force will be adequate to meet business labor needs.

Is there a Healthcare Crisis?

There are only a few constants in life, time is one of them. As time goes on there will be a growing need in the area of training and personnel for the healthcare industry. According to the U.S. Department of Labor Bureau of Labor Statistics, health services is one of the largest industries in the country, with about 11.3 million jobs. In fact, 12 out of 30 occupations projected to grow the fastest are concentrated in health services. This is good news for healthcare professionals, who find themselves in a jobseeker's market, but not necessarily good news for employers who are finding it difficult to fill open positions (*source: jobscience.com*).

According to area experts "There are several factors contributing to the healthcare labor shortage, including the growing demand for healthcare as people live longer, the impending retirement of the baby boom generation, the decreasing number of people entering the healthcare field, and the increasing dissatisfaction many current healthcare professionals are experiencing with their positions."

The Department of Workforce Services (DWS) is committed to assisting our healthcare employers. One initiative we've implemented to assist has been through a partnership with **HCA, Salt Lake Community College, and Utah Valley State College** to develop new nursing cohorts to train at least 30 registered nurses a year. These programs are scheduled to begin January 2004. Meanwhile, DWS has also placed job seekers into training sponsored by HCA that will result in guaranteed careers with HCA in a variety of occupations including respiratory therapy, radiology technology, etc.

Opportunities for Partnering with Education

In this fast paced world, with many new challenges, some employees are entering the workforce not fully prepared for what will be required. They may be missing skills in teamwork, punctuality, filling out applications and resumes or numerous other areas. This skill chasm can be filled and the economy can grow, by getting involved now, with those "future employees" at the school level.

There are many opportunities to get involved. Each school district is constantly looking for businesses to participate in work based learning activities. In the elementary school level, there are opportunities for those businesses that have vehicles, to participate in "Vehicle Days". This is where vehicles are parked around the playground and students rotate to each one and find out about the vehicle, the job, required schooling and even personal experiences.

In the junior high school level, the students participate in "Reality Town." Students are given a mock checkbook and income based on their G.P.A. They then go from booth to booth and

pay bills and purchase goods. The goal is to end the experience with money still in the bank, and to give the students the awareness of what is required when they get into the "real world."

In high school, businesses can assist by participating in Career Fairs, Internships, Apprenticeships or as guest speakers. All of the above opportunities benefit businesses. The economy doesn't grow without the proper workforce. And that is what getting involved does. It helps to grow the economy. By working with those who will be entering the workforce and providing them with the necessary skills to get and keep the jobs that will support them and their families tomorrow, the economy can grow and progress.

To get involved and volunteer, contact your local school and speak to the Work Based Learning Coordinator, or contact Tara Connolly, Education Liaison, Department of Workforce Services, at (801) 468-0109 or via e-mail at tarac@utah.gov.

Employer Web Site Top Picks

By: Shelly Burleson

Identity Fraud/Theft

<http://attorneygeneral.utah.gov/CA/IdFraudMain.htm>

State of Utah, Office of Attorney General

Find out how identity fraud occurs when someone uses personal information such as your name, social security number, or bank account(s) to commit fraud or theft. This site will give you an overview of how to minimize your risks, what you can do if you are a victim and where you can go for help.

U.S. Department of Labor

www.wagehour.dol.gov

Wage and Hour Division

Required workplace posters to view, download or print; required business forms; employment law FAQ's; Compliance Guide to Family Medical Leave Act; E-laws Advisor – This interactive tool provides information about Federal employment laws; and, a great library of laws and regulations enforced by the Division accessible on-line to employers.

Utah Labor Commission

<http://www.labor.state.ut.us>

Utah Anti-discrimination and Labor Division
Employment Standards Bureau

Check out the Ten Most Commonly Asked Questions that the Utah Labor Commission receives – helpful information for all employers.

Disaster Response Information

<http://www.slclepc.net/>

Salt Lake City Local Emergency Planning Committee

Learn how to prepare yourself, your employees and your business in the event of a disaster. The LEPC+ committee serves as a focal point for information and training about hazardous materials, homeland security, environmental risks, and all-hazards emergency management. Check out the web site for upcoming meetings and training information.



Utah Law Corner

What is the current Utah minimum wage?

Answer: As of September 1, 1997, the Utah minimum wage is \$5.15 per hour. Minor employees (under 18 years of age) may be paid \$4.25 per hour, as a training wage, for the first 90 days of employment. Employees receiving tips of at least \$30.00 per month may be paid a cash wage of \$2.13 per hour, if the total of the cash wage and the tips total at least \$5.15 per hour.

Who is responsible to pay the cost of uniforms required by an employer?

Answer: If an employer requires a specific uniform to be worn as a condition of employment, the employer must furnish the uniform free of charge, but can require a refundable deposit on the uniform.

From:

Utah Labor Commission
(801) 530-6800

160 E 300 S (3rd Floor)
SLC UT 84115

News You Can Use

Internships: A Win-Win Opportunity

What is an Internship?

An internship is a unique way for employers to help an individual obtain necessary job skills with no obligation and no training costs. You'll have the opportunity to train the employee and the Department of Workforce Services (DWS) will pay the intern a stipend and cover their worker's compensation costs. You will be under no obligation to offer continued employment when the training period is complete. Paperwork is minimal. A DWS representative will complete the contract and meet with you to answer any questions you may have. The intern will gain valuable skills and training that will make them better able to find and retain employment. This benefits the individual, the employer and the community.

What are my responsibilities?

You will be responsible for helping the intern upgrade their skills according to the training plan developed. You will also help the intern track hours worked. DWS will take care of the rest.

How long is an Internship?

The training time varies depending upon the individual's situation. A training plan will be developed based on the needs of the employer and the trainee.

What Kind of Intern May I Expect?

Types of applicants that are eligible include dislocated workers (those laid off from a previous position), economically disadvantaged workers who need to upgrade their skills, and workers entering the workforce for the first time. Internship offers these job seekers an opportunity to improve or upgrade their skills in a workplace setting. *Note: An intern must not displace a current employee.*

For more information contact:

Department of Workforce Services
Elena Falkenberg, Program Specialist
Online & Business Services
140 East 300 South, WDID
Salt Lake City, UT 84111
efalkenberg@utah.gov

DWS Awarded \$10,000 To Share Its Vision of Workforce Development

Utah, through the Department of Workforce Services (DWS), has been selected by the U.S. Department of Labor (USDOL) as a Mentor State on "Supply Side: Employer Services." The department was selected to participate in the National Business Learning Partnership, a national partnership designed to match local areas that have transitioned to a demand-driven workforce system to other states that are struggling with the concept.

DWS is recognized nationally as a leader in providing an exceptional array of services to employers. "As a workforce agency which has made sustained and significant progress in the transition, the Department of Workforce Services will serve as a mentor and provide learning and insights regarding the transition," said Joseph Juarez, Regional Administrator, Region IV, USDOL.

The Department of Labor, in its selection document, had this to say about DWS: "The greatest strength of DWS has been their responsiveness to businesses' needs. This has been a big shift in the way things were done in the past and the businesses appreciate and value it." They also stated that, "the quality of referrals has improved dramatically which has been a tremendous help." Finally, "the businesses also appreciate the fact that the DWS business service staff never seem to use the word 'no.' They always find a way to either say yes or link them with somebody that can say yes."

Utah was selected to mentor Nevada and Washington D.C. as protégé states. USDOL announced that it will award Utah \$10,000 in appreciation of its willingness to participate. "I am very pleased at what we have been able to accomplish as a department, and at the opportunities this will provide our department and our business services' staff to learn from and build partnerships with our colleagues in these other states to better serve Utah employers," said DWS Deputy Director Darin Brush. "We've worked very hard to accomplish our mission as Utah's Job Connection, and we are excited to share our vision with our colleagues in Nevada and the District of Columbia."

DWS Connects Business with Solutions

Employers, check your mailbox this month for an important letter from Governor Olene S. Walker referring you to our web page at jobs.utah.gov/solutions. We're offering an exciting array of services to make your job easier while improving your bottom line.

Our business consultants can connect you with a limitless number of solutions that enhance

your workforce and grow your business.

You will receive additional information about this program over the next few months. In the meantime, visit the Department of Workforce Services' web page at jobs.utah.gov/solutions. If you prefer to speak with a business consultant, please call toll free at 1-888-920-WORK.

New Data Available at Economic Information Web Site

Labor Market Information and Size of Firm Annual Reports available for download

Two publications have recently been updated on the Department of Workforce Services (DWS) Economic Information Web site: the *Annual Report of Labor Market Information*, and *Utah Employers, Employment and Wages by Size of Firm*. Both are annual publications, and both are now internet-only publications.

The *Annual Report of Labor Market Information* references the year 2002 and contains detailed employment and wage information for that year, organized by county and NAICS sector. The data are arranged in a way that allows metro/non-metro wage comparisons by industry sector. It has some historical data going back to 2000 to show fluctuations in employment, since the downturn of the economy. For instance, usually in an economic downturn the metro counties are hardest hit. Yet the data in the Annual Report shows how the opposite has happened this time, due to the bubble bursting in the high tech area.

The narrative section analyzes the economy by industry. You can also find lists of the state's largest employers, statistics on the civilian labor force and unemployment rates. There is even city-level employment and wage data for cities in Salt Lake, Davis, Weber, Cache, and Utah counties.

Four-digit NAICS industry data is available enabling a more detailed view of the health of each industry, as reflected in wages, employment, etc., for customers who want the most detailed industry data available.

The other annual publication which has just been released is *Utah Employers, Employment and*

Wages by Size of Firm. "Size of Firm", as we call it, contains employment and wage data for all entities in Utah that pay into the Unemployment Insurance fund. This information is organized by the size of firm, which can be very revealing. How big a firm is can significantly influence other factors such as wages and wage comparisons within industries.

This publication also reveals how important small companies are in Utah's economy. In fact, 95 percent of establishments in Utah have 50 or fewer employees!

Note: "Firms" represent the parent company and single entities, while "Establishments" are individual work sites. So a firm may have many establishments or only one.

HOW TO ACCESS THE REPORTS

Go to the DWS home page: jobs.utah.gov

- Click on [Economic Information](#) in the Quick Links on the right side of the screen.
- Click on [Publications](#) in the navigation list on the left of the screen.
- In the "Select" window, click on the title of the publication, then click on [GO!](#)

All or part of both of these publications can be printed from your Web browser. In addition, the tables are provided in Microsoft Excel format for easy downloading.

Business Services Center:	801-468-0097
Child Care Outreach:	801-526-4342
Contributions (Employer Taxes):	801-526-9235
Labor Market Info:	801-526-9340
New Hire Reporting:	801-526-4361
Pre-Layoff Assistance:	801-526-4312
UI Benefit/Tax Info.:	800-222-2857
DOL Wage/Hour Div.:	801-524-5706
Utah Labor Commission:	801-530-6801
Workforce Council:	801-468-0095
Employer Tax Credit:	801-526-9484

Business Consultants:

Amber Adams, <i>South County EC</i>	801-269-4762
Carmen Bowles, <i>West Valley EC</i>	801-840-4437
Connie Carter, <i>Midvale EC</i>	801-567-3940
Sherrill Chapman, <i>Downtown EC</i>	801-524-9272
Carol Goode, <i>Tooele EC</i>	801-230-7770
Danny Schoenfeld, <i>Metro EC</i>	801-536-7173

Supervising Today's Workforce - Supervisory Training Discontinued

This notice is to announce that the Supervising Today's Workforce training courses have been discontinued. Many area employers used the Central Region Council's Supervising Today's Workforce (STW) classes that were offered to provide short-term low cost training to the business professional. We thank you for your business and participation but we have decided to discontinue this program. Should you have ongoing training needs, please contact the company that developed the STW curriculum - Interpersonal Dynamics Inc. @ 1-800-658 3837, email Idynamic@srv.net or visit their website at www.idynamic.com.

Employer Seminars and Events
January:

- 1st New Year's Day – Offices Closed
- 19th Dr. Martin Luther King Jr. Day – Offices Closed
- 21st Identity Theft Seminar-Little America Hotel, Lt. Kelly Wuthrich, 11:30 – 1:30 p.m.

February:

- 4th Employer Committee Meeting-Business Services Center, 7:30 – 9:00 a.m.
- 14th Valentines Day
- 16th Presidents Day – Offices Closed
- 18th Corporate Tax Law Workshop-Business Services Center, Russ Whitehouse, 7:30-9:30 a.m.
- 25th Ash Wednesday

March:

- 10th U of U Career Fair (Business and Liberal Arts)
- 17th Discrimination Cases Seminar-Little America Hotel, Steve Bednar, 11:30 – 1:30 p.m.
- 18th Westminster College Career Fair
- 30th Salt Lake Area Chamber of Commerce Giant Steps Awards, 11:30-1:30 p.m.